

**FINAL INSPECTION REPORT**  
**Under the *Retirement Homes Act, 2010***

Inspection Information	
<b>Date of Inspection: 2/9/2024</b>	<b>Name of Inspector: Michele Davidson</b>
<b>Inspection Type: Responsive Inspection – Complaint</b>	
<b>Licensee: ACC-002470 - Chartwell Master Care Corporation</b>	
<b>Retirement Home: Chartwell Oak Ridges Retirement Community</b>	
<b>License Number: T0465</b>	

About Responsive Inspections
<p>A responsive inspection, performed by an RHRA inspector, is a physical inspection of a licensed retirement home. A responsive inspection is conducted when RHRA receives information that the licensee may have failed to meet the standards of the <i>Retirement Homes Act, 2010</i> or its regulations (the “<i>RHA</i>”). An inspection being conducted does not infer that an allegation is substantiated or that a contravention of the RHA has occurred. A licensee is required to report to RHRA if they suspect harm or risk of harm to a resident. During a responsive inspection, an RHRA inspector may observe the operations of the home, interview relevant individuals, review records and other documentation, and determine whether the licensee’s management and staff have followed mandatory policies and practices designed to protect the welfare of residents.</p> <p>Following a responsive inspection, the RHRA inspector prepares a draft inspection report which is sent to the licensee. The draft report may include instances where the licensee has failed to meet the standards of the <i>RHA</i>. If included, the licensee can respond to these instances and is strongly encouraged to inform RHRA of its plans to meet the standards of the <i>RHA</i>.</p> <p>Following the draft report, the RHRA inspector prepares this final inspection report, incorporating any response from the licensee with their plans to meet the standards of the <i>RHA</i>. The most recent final inspection report must be posted in the home in a visible and easily accessible location. All final inspection reports from the previous two years must also be made available in an easily accessible location in the home. The licensee must provide a copy of this report to the home’s Residents’ Council, if one exists.</p> <p>In addition to inspection reports, RHRA may provide information to a licensee to encourage improvements of their current practices.</p> <p>If there is a serious incident or the licensee repeatedly does not meet the required standards, RHRA may take further action.</p>

**Concern(s)**

*During a responsive inspection, an inspector will focus primarily on the concern(s) which prompted the inspection and may take various actions to determine whether the licensee is compliant with the RHA in relating to the concern(s). Any findings of non-compliance identified in relation to these concerns are listed below.*

**Concern #1: CON-7913-Failure to respond to pendant****RHRA Inspector Findings**

The RHRA received a complaint which alleged the resident's call bell was not responded to for an unreasonable amount of time. In response to the allegation, the inspector interviewed relevant personnel, reviewed policies and procedures, the resident's chart, and other relevant documentation. The inspector found that the resident's plan of care had not been approved by the resident or substitute decision maker.

Additionally, the response time to the call bell failed to meet the expectation for provision of care outlined in the resident's plan of care.

Further, the resident was not provided with assistance to access her mobility device.

Finally, multiple attempts were made to reach staff over an extended period of time and the failure of several staff over numerous attempts presents a pattern of inaction in the provision of care. This failure to provide care, placed the resident at risk of harm. The Licensee failed to protect the resident from neglect.

**Outcome**

The Licensee submitted a plan to achieve compliance by Wed Mar 13, 2024. RHRA to confirm compliance by following up with the Licensee or by inspection.

**Concern #2: CON-7915-Food Concerns****RHRA Inspector Findings**

The inspector reviewed the written concerns to the Licensee from the complainant. Some of the communication had been addressed according to and within the timelines prescribed by the Regulations. However, one complaint to the Licensee had not been addressed. The Licensee failed to ensure that complaints made had received appropriate responses.

**Outcome**

The Licensee submitted a plan to achieve compliance by Wed Mar 13, 2024. RHRA to confirm compliance by following up with the Licensee or by inspection.

**Additional Findings**

*During a responsive inspection, an inspector may observe areas of non-compliance that are not related to the concern(s) which prompted the inspection. In these cases, an inspector may cite the home for these contraventions at the time of this inspection. In addition, an inspector may follow-up on findings of non-compliance from previous inspections. Where the licensee is unable to demonstrate they have come into compliance or maintained compliance, an inspector may cite the home for these repeat contraventions at the time of this inspection.*

**Not Applicable**

## **Current Inspection – Citations**

*Citations relating to the above Concerns or Additional Findings made during the current inspection are listed below.*

### **The Licensee failed to comply with the RHA s. 39.; Assistance with ambulation**

#### **s. 39.; Assistance with ambulation**

39. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is assistance with ambulation, the licensee shall ensure that,

**Specifically, the Licensee failed to comply with the following subsection(s):**

#### **s. 39. (b)**

(b) the resident receives help in accessing his or her mobility devices, including wheelchairs, walkers and canes.

### **The Licensee failed to comply with the RHA s. 59. (1); Procedure for complaints to licensee**

#### **s. 59. (1); Procedure for complaints to licensee**

59. (1) Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

**Specifically, the Licensee failed to comply with the following subsection(s):**

#### **s. 59. (1), para. 2**

2. The complaint shall be resolved if possible, and a response that complies with paragraph 4 provided within 10 business days of the receipt of the complaint.

#### **s. 59. (1), para. 3**

3. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint, including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 4 shall be provided as soon as possible in the circumstances.

#### **s. 59. (1), para. 4**

4. A response shall be made to the person who made the complaint, indicating,

#### **s. 59. (1), para. 4, 1.**

i. what the licensee has done to resolve the complaint,

#### **s. 59. (1), para. 4**

4. A response shall be made to the person who made the complaint, indicating,

#### **s. 59. (1), para. 4, 2.**

ii. that the licensee believes the complaint to be unfounded and the reasons for the belief.

### **The Licensee failed to comply with the RHA s. 62. (10); Compliance with plan**

#### **s. 62. (10); Compliance with plan**

62. (10) The licensee shall ensure that the care services that the licensee provides to the resident are set out in the plan of care and are provided to the resident in accordance with the plan and the prescribed requirements, if any.

### **The Licensee failed to comply with the RHA s. 65. (5); Additional training for direct care staff**

**s. 65. (5); Additional training for direct care staff**

65. (5) The licensee shall ensure that all staff who provide care services to residents receive training in the following matters and at the times required by the regulations, as a condition of continuing to have contact with residents, in addition to the other training that they are required to receive under this section:

**Specifically, the Licensee failed to comply with the following subsection(s):**

**s. 65. (5), para. 3**

3. Behaviour management.

**The Licensee failed to comply with the RHA s. 67. (2); Same, neglect**

**s. 67. (2); Same, neglect**

67. (2) Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.

**Closed Citations**

*During an inspection, an inspector may follow-up with areas of non-compliance cited during a previous inspection, or verify compliance with areas initially cited during the current inspection. The inspector has verified that at the time of this report, the licensee was able to demonstrate that the following areas have come into compliance.*

**Not Applicable**

**NOTICE**

The Final Inspection Report is being provided to the Licensee, the Registrar of the RHRA and the home's Residents' Council, if any.

Section 55 of the *RHA* requires that the Final Inspection Report be posted in the home in a conspicuous and easily accessible location. In addition, the Licensee must ensure that copies of every Final Inspection Report from the previous two (2) years are made available in the Home, in an easily accessible location.

The Registrar's copy of the Final Inspection Report, as it appears here, will be included on the RHRA Retirement Home Database available online at <http://www.rhra.ca/en/retirement-home-database>.

Signature of Inspector <i>M. Davidson</i>	Date March 14, 2024
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